

Complaints Procedure

Any expression of dissatisfaction about the service you have received from Joanna Connolly Solicitors will be considered seriously and we will ensure that we respond promptly to any complaint.

Joanna Connolly Solicitors is committed to providing a professional, efficient and courteous service to all our clients. If you feel that we have failed to achieve an acceptable standard of service, we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively and try to generate a positive and speedy solution.

How to Complain

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. You may prefer to put your concerns in writing, in which case please send your letter or an email to the person who is acting for you. We will acknowledge your complaint normally within 5 days of receipt.

If you are not happy with the reply provided by the person who is working on your case, you can refer the matter to Joanna Connolly or a manager by contacting us on 0151 254 6980 or by email to enquiries@joannaconnollysolicitors.co.uk, or in writing to Joanna Connolly Solicitors, 123 Main Street, Frodsham, WA6 7AF.

How long will it take to deal with your complaint?

We aim to investigate your complaint and give you a full response within 21 days but if your complaint is more complex, we may require more time, and will let you know when you will receive a full response. If we believe it would be helpful, we may suggest a meeting.

We will endeavour to provide a final response to your complaint within eight weeks however, in the unlikely event the matter remains unresolved, we will write notifying you of the reasons for delay and as such and informing you, where the complaint qualifies, of your right to refer any dissatisfaction to the Legal Ombudsman (LeO).

Legal Ombudsman Service

If, for any reason we are unable to resolve the problem between us, then you have the right to complain to the Legal Ombudsman whose contact details are as follows:-

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Normally you would need to bring a complaint to the Legal Ombudsman within one year from the date of the act or omission being complained about, or one year from the date when the complainant should have realised that there was cause for complaint, and it is within six months of the date of the final complaint response.

Your right to complain is not restricted simply to our conduct but also about the amount of our bill. In addition to your rights to complain about our bill under our Complaints Procedure and to the Legal Ombudsman, you may also have a right to object to the bill by applying to the Court for the assessment of the bill under Part 3 of the Solicitors Act 1974 but we are obliged to inform you that if all or any part of the bill remains unpaid we may be entitled to charge interest upon it.